

# Powering an Insurance Major with Cloud Managed Services



A leading insurance technology player, partnered with ITC Infotech to accelerate digital transformation through cloud-first solutions. ITC Infotech designed and deployed a data ocean framework on Snowflake & Databricks, automated claim processing, and built a custom call agent solution, while also managing end-to-end cloud estate and public cloud initiatives.

**50% better visualization  
of data across LOBs**

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides business-friendly solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and deep domain expertise. The company provides technology solutions and services to enterprises across industries through a combination of traditional and newer business models, as a long-term sustainable partner.



[www.itcinfotech.com](http://www.itcinfotech.com)

## CHALLENGES

- Need for a unified global sales view across lines of business
- Manual and time-consuming claims processing impacting efficiency
- Lack of scalable architecture to support growing business demands
- Requirement for modern customer interaction solutions such as call agent platforms
- Need for reliable public cloud support including DevOps automation and managed services

## SERVICES

- Designed and implemented a Data Ocean framework on Snowflake and Databricks for integrated sales visibility
- Developed a Claim Processing and Automation solution to streamline and accelerate operations
- Built an end-to-end Call Agent solution by the ITC Infotech Cloud team to enhance customer experience
- Delivered services for key public cloud initiatives including DevOps automation
- Provided L2 & L3 cloud managed services support for public cloud components
- Engaged to manage the end-to-end infrastructure and cloud estate to ensure stability and modernization

## BENEFITS

- 50% better visualization of data across LOBs
- 30% improved scalability in the overall architecture
- 40% increased efficiency and reduced manual effort
- Stronger market positioning as a leader in insurance technology